

**SUMMARIZED MINUTES
HUMAN SERVICES COMMISSION
WEDNESDAY, FEBRUARY 8, 2006**



**CITY HALL KIVA FORUM
3939 DRINKWATER BOULEVARD
SCOTTSDALE, AZ 85251**

CALL TO ORDER

Chair Bachmann called the meeting to order at 1:00 pm.

ROLL CALL

Present: Chair Bachmann, Vice-chair Reid, Commissioners Berg, Bowers, Czapinski, Fausel and Hemmingsen

Also Present: Connie James, Mark Bethel, Donna Brower, Cindy Ensign, Vicki French, Phil Hershkowitz, Diane Kallal, Valerie Kime Trujillo, Rita Koppinger, Justin Lisonbee, Jack Miller and Mary Kay Rieke

OVERVIEW OF THE GENERAL FUNDS FUNDING PROCESS

Connie James, Human Services Director gave the following overview of the General Funds funding process:

Chairman Bachmann and Members of the Human Services Commission:

The City of Scottsdale funds non-profit agencies to conduct human service programs in Scottsdale. The city budgets for these services in the general fund and awards funding on an annual basis. The amount available for allocation for FY 2006-2007 is \$180,000, pending approval of this line item in the City's budget in June.

General Fund Categories:

- **Brokerage Services** – services provided by non-profit agencies within City of Scottsdale Human Service facilities
- **Domestic Violence Shelter Services** – shelter services for domestic violence victims. Shelters may be situated in Scottsdale or may assist Scottsdale residents at alternate sites.
- **Legal Services** – access to legal counsel as well as evaluation and enforcement of rights.
- **Regional Shelter Services** – temporary housing for homeless persons within Maricopa County. Scottsdale does not have an emergency homeless shelter; therefore, the city contributes a proportional share towards the continuum of care for homelessness on a countywide basis
- **Senior Services** – public services for Scottsdale citizens 60 years of age or older. Some programs designated for the "elderly" or for "seniors" are available to participants who are younger than 60 years.

The proposals in this booklet have been reviewed for compliance with funding criteria and eligibility by the City of Scottsdale's Human Services staff.

Chair Bachmann then directed presenters to give their business card to Donna Brower before they present and indicated that there would be time in between each presentation, so that commissioners can complete their scoring sheets.

Ms. James indicated that they have asked the presenters to limit their presentations to three minutes. The commission may then take as long as they need to ask questions. She discussed that there is a timing light to remind presenters when their three minutes are up. She indicated that Donna Brower is the timekeeper and if a presenter does not stop speaking shortly after the red light comes on, Donna will tap you on the shoulder. Ms. James said that she will repeat this process during the day for those presenters who will be arriving later. She reiterated that when the presenters go up to the podium, they should please make sure to give their business card to Donna.

Ms. James then turned the meeting back over to Chairman Bachmann and asked him to read the Conflict of Interest Statement.

Chairman Bachmann read the following Conflict of Interest Statement:

The Arizona Conflict of Interest laws are found in Arizona Revised Statutes Sections 38-501 through 38-511. They apply to public officers and employees of various public bodies and political subdivisions, including city boards and commissions, such as the Human Services Advisory Commission.

The statutes prohibit public officers and employees from engaging in certain types of activity or conduct, including participating in or voting upon contracts or other matters in which they, or a relative, have a substantial interest. A "substantial interest" is defined as "any pecuniary or proprietary interest, either direct or indirect."

In other words, if you as a Commission member, or a relative of yours, have a money or property interest that may be affected, either positively or negatively, by the action of the Commission, relating to a matter before it, you have a conflict of interest. You may not participate in nor vote upon any such matter. When you become aware of a conflict of interest, the law requires that you make that interest known on the official records of public agency, in this case the Commission minutes, and refrain from participating in any manner in such decision.

Does anyone wish to make known a conflict of interest, for the record, at this time? There were no replies.

PUBLIC HEARING ON PROPOSALS SUBMITTED FOR GENERAL FUNDS

GENERAL FUNDS

Beatitudes Center D.O.A.R. – Elizabeth Brunstein, Executive Director, presented the agency's request for \$18,000 for their Volunteer Interfaith Caregivers Program. With City of Scottsdale funds, volunteers and staff will provide 9,300 unit (hours) of service to 200 homebound or disabled people, throughout the entire City of Scottsdale, including shopping, respite, transportation, business help, visiting, phoning, home safety assessments, and home repairs. Currently, 94% of those served have incomes that meet the HUD "low and "moderate" income definition.

Commissioner Hemmingsen asked if the agency has a waiting list. Ms. Brunstein said yes, although the waiting list is the shortest that it has been. She added that there are 12 on the waiting list in Scottsdale.

Commissioner Bowers asked how the agency recruits volunteers. Ms. Brunstein said that their main recruitment comes from congregations that they partner with; eight or nine are in Scottsdale. She added that these congregations account for 60% of their recruitment and the other 40% comes from speaker's bureaus and word of mouth.

Commissioner Berg asked why the agency served substantially less Scottsdale residents than they anticipated last year. Ms. Brunstein said that they transferred a part of their clientele to Foothills Community Foundation located in Carefree in July 2004 and they provide services north of Bell Road, whereas Beatitudes D.O.A.R. provides services south of Bell Road.

Central Arizona Shelter Services, Inc., (CASS) – Mark Holleran, Chief Executive Officer, presented the agency's request for \$52,000 for Regional Emergency Shelter and Supportive Services. Central Arizona Shelter Services is requesting funds for the provision of regional emergency shelter and supportive services including case management and employment services. Approximately 400-450 homeless Scottsdale residents will be served.

Commissioner Bachmann asked when clients are placed in jobs in Scottsdale does the agency allow them to remain on the campus. Mr. Holleran said yes, but they also work with apartment owners and if they can place clients in apartments in Scottsdale they do.

Commissioner Bowers asked how the agency is working with the 70% of the clients who have substance abuse issues. Mr. Holleran said that at the Human Services Campus they have resources such as Value Options, Southwest Behavioral Help and Community Bridges that help these clients with training and counseling.

Commissioner Czapinski asked what safeguards or protections does the agency have for its third party payroll. Mr. Holleran said that they utilize their accounting department who does periodic audits.

Commissioner Berg asked what percentage of the clients served is senior citizens. Mr. Holleran said that the last couple of years it has been 5 percent. Commissioner Berg asked what the age range is for the majority of clients and Mr. Holleran said 30 to 50 years old.

Chrysalis Shelter for Victims of Domestic Violence, Inc. – Patricia Klahr, Executive Director, presented the agency's request for \$14,000 for the Scottsdale Crisis Shelter – portion of the costs for the Domestic Violence Advocates. The shelter houses single women and women with children who are victims of domestic violence. The agency will serve 285 persons, 181 women and 104 children that are low or moderate income.

Community Legal Services – Lisa Melton, Managing Attorney, presented the agency's request for \$20,818 for the Removing Barriers to Justice for Low-Income Scottsdale Residents/Community OutReach and Education project (S.C.O.R.E). The program will provide civil legal services including legal assistance, brief advice and counsel, and direct representation in administrative hearings and in courts of law for low-income Scottsdale residents with civil legal problems affecting their basic needs and rights. A total of 225 Scottsdale residents will be served, all of which are from low to moderate-income homes.

Chair Bachmann asked if a closed case is a successful resolution and Ms. Melton said yes, the agency has concluded their legal services and there has been an outcome with the court or a negotiated settlement.

Commissioner Czapinski asked what the average call back time when a client leaves a message. Ms. Melton said that for new services they don't have a call back time because they have 4 to 6 advocates taking applications over the phone and callers are directed into a queue and answered in the order received. However, for existing clients they try to respond in 24 hours.

Chair Bachmann asked if the agency closed 267 cases last year, which is higher than the 205 they opened, so were some cases carried over from the prior year? Ms. Melton said yes, in 2004 they provided extensive litigation help.

Commissioner Hemmingsen asked how many attorneys are on staff. Ms. Melton said that in the Phoenix office, they have three and the downtown has about 10 attorneys. Commissioner Hemmingsen asked if their agency utilizes any volunteers from the Arizona Bar Association and Ms. Melton said yes, but

because there are few lawyers that do poverty law, the volunteers usually assist them with certain cases but can't take on the complicated litigation cases that they handle.

Commissioner Bowers asked what the 11.7 percent of income maintenance cases are. Ms. Melton said that they are cases where the client has been unfairly denied public benefits such as Section 8 assistance.

Vice-chair Reid asked what type of training does the agency provide to clients. Ms. Melton said that they provide extensive training such as custody, divorce, landlord/tenant and social security workshops.

Vice-chair Reid asked who does the workshop training. Ms. Melton said that paralegals do the document preparation, but attorneys do the majority of the training.

Vice-chair Reid asked how many workshops are conducted each year. Ms. Melton said that in her office they do divorce and child custody workshops once per week; family law twice per week; consumer law and landlord/tenant workshops are done every two or three months. She added that in March they work with the East Valley Alliance Conference and put on trainings; they also do workshops once per month in Scottsdale for family and other issues.

Jewish Family and Children's Service – Kim Ballein, Clinical Director, presented the agency's request for \$30,457 for the Bilingual Masters Level Counselor. The requested funds would provide for the services of a bilingual-competent, state-certified, Masters level therapist, who would provide a family centered, solution focused, strength based approach for Scottsdale residents, could not otherwise afford these services. A total of 90 Scottsdale households will be served, with 81 of the 90 having low to moderate incomes.

Vice-chair Reid asked how many Scottsdale residents utilize the bilingual counselor and Ms. Ballein said that of the people seen, 85 to 90 percent need the bilingual assistance.

Chair Bachmann asked why the agency is asking for \$8,000 more than last year. Ms. Ballein said that the increase is due to the increase costs for providing services and with the recent national tragedies the agency has not received the donations they usually do; so, in order to keep the level of service, it was necessary to ask for more funds.

Jewish Family and Children's Service – Ellie Schwartzberg, Director of Geriatric Services, presented the agency's request for \$23,000 for the Scottsdale Home Based Geriatric Program. JFCS provides an in-home assessment, case-management, counseling advocacy and referral to appropriate resources throughout Maricopa County for a mostly frail, elderly, multi-cultural and bilingual population. Approximately 85 individuals will be served, and 95% of these individuals are from low to moderate-income homes.

Commissioner Bowers asked how many contact hours are there between the client and social worker. Ms. Schwartzberg said that the social worker usually sees the client at least once per week for an hour until the client's priority needs are met.

Commissioner Bowers asked what the average length of time someone is in program. Ms. Schwartzberg said that they on average close within three months, but they do have some cases with frail elderly that take longer. She added that when a client needs the transportation service, clients can stay in the program for as long as they need the service.

Mesa Community Action Network, Inc. – Pat Gilbert, Executive Director, presented the agency's request for \$38,371 for the East Valley Men's Center. The East Valley Men's Center is a regional, emergency/transitional facility and program for homeless men ready to recover their lives and commit to engaging in their own plan, utilizing the wide array of program services, to accomplish this goal. There will be 40 Scottsdale men served and all will have low to moderate incomes. Mr. Gilbert stated that the General Fund allocation, or the amount his agency is awarded needs to be increased because they have

receive \$35,000 for several years and the cost to provide services is increasing each year (e.g., health insurance has increase 46 percent). He added that he greatly appreciates the current funding of \$35,000 each year, but it needs to be more.

PREHAB of Arizona, Inc. – Kathy Dinolfi, Program Manager, presented the agency's request for \$25,000 for the La Mesita Family Shelter. La Mesita provides emergency shelter and food assistance along with comprehensive case management, support services and childcare to approximately 120 homeless families with minor-aged children from eastern Maricopa County. A total of 14 Scottsdale residents (adults and children) will be served and all from low to moderate-income homes.

Commissioner Berg asked where families go after they complete the program. Ms. Dinolfi said that from the time the families enter the program, the agency ascertains their housing goals. Most families go into transition programs such as Homeward Bound or Save the Family, although some do go on to apartment living and home ownership and they assist them in those processes.

Commissioner Berg asked how long families are in the program and Ms. Dinolfi said the average is 85 days but they can stay as long as 120 days.

OVERVIEW OF SCOTTSDALE CARES FUNDING PROCESS

Connie James, Human Services Director, gave the following overview of the Scottsdale Cares funding process:

Scottsdale Cares is the City of Scottsdale's voluntary utility donation program. Initiated in May 1995, Scottsdale Cares receives over \$12,000 each month from Scottsdale residents – one dollar at a time. With the addition of corporate donations, employee deductions and estimated Silverado Golf Course revenue, the amount available for allocation for FY 2006-2007 is \$210,000.

Scottsdale Cares funds are used to:

- Promote the positive development of youth, adults, and/or seniors
- Strengthen the capability of families and the self-sufficiency of adults, and
- Assist Scottsdale citizens of all ages to address crisis needs

Activities should meet the following requirements:

- Grants should support persons in need
- Agency must clearly identify how the funds will be spent
- Agency must be able to measure the success and impact of the program
- Grants should be used within the funding cycle
- Agency must be in good financial shape
- Agency may apply for Scottsdale Cares funding for one program only

Scottsdale Cares prefers to fund direct service in a specific program rather than fund general support; however, it will fund general support if everything the agency does fits into the funding guidelines.

Scottsdale Cares will not fund capital expenditures or pass-through funding.

SCOTTSDALE CARES

Alzheimer's Association Desert Southwest Chapter – Deborah B. Schaus, Executive Director, presented the agency's request for \$15,000 for the Alzheimer's Association Scottsdale Program. The funds will be used specifically toward staffing costs to provide Family Care consultation, Support Groups and Education Program sessions aimed at Scottsdale residents, to assist individuals with Alzheimer's and their family caregivers cope with this devastating disease. The program will serve 500 unduplicated Scottsdale persons, 305 who have low or moderate incomes.

Commissioner Bowers asked who runs the support groups and do they operate year round. Ms. Schaus said yes the groups are year round and they are facilitated either by professionals such as psychologists, or by those who have experienced Alzheimer's. She added that facilitators go through a training program.

American Red Cross, Grand Canyon Chapter – Nicole Benson-Reiff, Safety Consultant, presented the agency's request for \$3,434 for the Together We Prepare: Youth Head Start at Paiute Neighborhood Center Program. The program supplements traditional Head Start curriculum with lifesaving education for children and their parents who would not otherwise have access to this information, including water safety and emergency disaster preparedness and response. The program will serve 34 children enrolled in Paiute's Head Start program and 34 parents all of whom have low or moderate income.

Vice-chair Reid asked if the agency collaborates with Fire and Police Departments and Ms. Benson-Reiff said yes as well as many different levels of training and education as well.

Commissioner Hemmingsen asked how long the program lasts. Ms. Benson-Reiff said it depends: the children's program is about one half hour and the adults have a 2-hour program. She added that the CPR certification is a 9-hour program.

Commissioner Hemmingsen asked how often the program is presented each year. Ms. Benson-Reiff said that the classes would be offered through the HeadStart curriculum and what is best for them.

Area Agency on Aging, Region One – Debbie Elliott, Program Manager, presented the agency's request for \$15,000 for the Benefits Assistance Program. The Benefits Assistance program, operated by the Area Agency on Aging, Region One, provides information on and assistance with insurance benefits to seniors, the disabled, and caregivers. The program will serve 600 Scottsdale residents, 100 who have low or moderate income.

Arizona Action for Foster Children – Jeanne Sims, Resource Coordinator, presented the agency's request for \$5,000 for the Foster Parent Recruitment and Assistance Program. The program recruits foster and adoptive families in the Scottsdale area and raises public awareness of the need for stable homes in addition to providing basic items for foster parents who show a need by supplying items such as car seats, cribs, beds, and dressers. The program anticipates serving 20 Scottsdale residents; the clients served are the foster children, who have no income.

Assistance for Independent Living (AIL) - Theresa L. Brooking, Clinical Services Director, presented the agency's request for \$15,000 for In Home Services for the Elderly. The program provides non-medical, in-home support services that support a multitude of every day living tasks that have become difficult to perform, such as laundry, vacuuming, moping, cleaning bathrooms, grocery shopping, meal preparation and personal care. The program anticipates that depending on the need for services, the total number of unduplicated Scottsdale clients will vary. The agency will provide 833 hours of service based on a rate of \$18 per hour, with 90 percent of those served having low or moderate income.

Commissioner Bowers asked once a person becomes a client could they receive services indefinitely. Ms. Brooking said yes, unless they need medical support, which the agency doesn't provide.

Commissioner Berg asked if the bulk of the funding request is for salaries. Ms. Brooking said yes. Commissioner Berg asked how many clients could an aide take care of. Ms. Brooking said that the average is three clients a day for two hours.

Vice-chair Reid asked how aides are recruited. Ms. Brooking said that they get a lot of referrals, run ads when they have to and have recently had people come to them from residential care facilities.

Vice-chair Reid asked what type of screening process the agency does for aides. Ms. Brooking said that they do a full background check and fingerprinting.

Commissioner Fausel asked how the agency evaluates care-giving satisfaction. Ms. Brooking said that they do in home assessments, follow up assessments, as well as phone contacts; the agency does continuous assessments.

Commissioner Hemmingsen asked if the agency uses any volunteers. Ms. Brooking said yes, they do and have, but they are not consistent.

Association for Supportive Child Care (ASCC) – Susan Wilkins, Executive Director, presented the agency's request for \$40,000 for the Arizona Kith and Kin child Care Project. ASCC's mission is to improve the quality of child care in Arizona, and they have 15 programs that offer training and resources to child care providers, help parents and families find child care that meets their needs and teach children how to be safe when home alone and/or on the Internet. The program improves the quality of care provided by those who care for children of friends and family. The program will serve 30 providers, who care for approximately 90 children, all of which are from low to moderate income.

Commissioner Bowers asked how many of the classes are bilingual. Ms. Wilkins said that they have 11 groups; ten are in Spanish and one is in English. The cost includes transportation to classes and on-site childcare to participants.

Commissioner Czapinski asked why the agency did not list the unduplicated people contacted in last few years. Ms. Wilkins said that they haven't had a group in Scottsdale yet, which is why we are applying for the funding. Commissioner Czapinski asked how many clients were served in Tempe. Ms. Wilkins said that between the 11 groups, the agency serves 300 participants each year, 500 with children receiving childcare, as well as affecting two to three children per provider. She added that there are 20 to 30 individuals per group and they serve the same group for 14 weeks.

Body Positive – Cynthia Vargo, Program Services Director, presented the agency's request for \$10,000 for the Positive Peer Prevention – An HIV and AIDS Peers to Peer Teen Mentoring Program. Body Positive's In-Home respite Care, Positive Pals, a valley-wide program, matches trained Body Positive volunteers with individuals, their family members and partners, and their children who are infected with and affected by HIV/AIDS by providing a support network of services. The primary goal of the program is to provide peer to peer mentoring and intervention which will reduce young people's risk of contracting HIV/AIDS and Sexually Transmitted Infections by increasing their knowledge and encouraging change in attitudes and behaviors. The program will assist 658 teens, with 495 being from low to moderate income.

Commissioner Bowers asked where the peer program takes place. Ms. Vargo said that they take place in public, private and charter schools as well as faith-based organizations.

Commissioner Hemmingsen asked what type of training the agency does and what is the ratio of trainer to student. Ms. Vargo said that the peer mentors train youth; so the peer mentors have 20 hours of training and on a quarterly basis staff meet with the peer mentors to do a debriefing. She added that the staff members who train and assist the peer mentors have degrees in secondary education or social work.

Commissioner Bowers asked if the number of children to be served could be higher than estimated due to the informal conversations between peer mentors and other kids. Ms. Vargo said yes, although the youth do self report the informal conversational contacts, they continue to speak to other children and those children speak to others, etc.

Camp Fire, Greater Arizona – Jim Weaver, Development Officer, presented the agency's request for \$20,000 for the Scottsdale Youth Outreach program from Paiute and Minnezona Neighborhoods. The funding will assist with children and youth in the Paiute and Minnezona Neighborhoods with a full range of Camp Fire program services including: small group mentoring (Club), experiential learning (Outdoor Skills), resident camp and Teen Leadership development program to be delivered by Camp Fire

professional staff, which includes one full-time bi-lingual staff member. There will be 100 Scottsdale children served, all from low to moderate income.

Vice-chair Reid indicated that last year's request was less than this year, and why is the agency asking for an increase. Mr. Weaver said that the Pulliam Grant that the agency received has gone down and their costs have not. He added that if not fully funded, they will do what they can to provide services.

Vice-chair Reid asked what the breakdown was for each child. Mr. Weaver said the direct cost is about \$550 per week per child from summer camp.

Commissioner Hemmingsen asked if the funds were for the camp and Paiute Neighborhood and Mr. Weaver said yes.

Commissioner Bowers asked if the agency could accommodate ADA clients, because that was not indicated on the proposal. Mr. Weaver said it would be difficult, but yes, they could make ADA accommodations.

Child Crisis Center, East Valley, Inc. – Carol Lopinski, Family Support Services Program Director, presented the agency's request for \$5,000 for the East Valley Resource Center. The center provides parenting skills training classes, children self development classes, families in transition classes and new parent programs, maintains a resource library, conducts public relations via the FRC Newsletter, conducts public awareness campaigns at four Scottsdale schools and distributes flyers at the Scottsdale Library and at the City of Scottsdale Youth and Family Services Office. The program will serve 20 families. Although the program does not track family income, historically, most children who receive services have come from low to moderate-income families.

Commissioner Hemmingsen asked if the agency can refer clients out if they cannot provide services. Ms. Lopinski said usually not, they are the only agency that provides the specialized services in the county. She added that they do provide resource information, but it is general parenting programs, not the specific services provided by the Child Crisis Center.

Commissioner Hemmingsen asked if the agency maintains a waiting list. Ms. Lopinski said that they try not too because it is so labor intensive, so they ask families to call back in two weeks to see if there is an opening.

Community Information & Referral (CIR), Inc., – Roberto Armijo, Executive Director, presented the agency's request for \$10,000 for their Information and Referral Helpline. The agency provides a 24-hour bilingual (English/Spanish) telephone Helpline; complete internet access to social services resources; access to help via internet email capabilities; a complete, comprehensive and up-to-date resource database of valley social services and on-going promotion about the availability of the 24-Hour Helpline. The Helpline will serve 6,200 Scottsdale households, all that are of low to moderate income.

Concerned Citizens for Community Health – Jack Wolfe, President of the Board of Directors, presented the agency's request for \$37,634 for Emergency Services for rent/mortgage, utilities and food. The program will provide, for eligible Scottsdale residents (those experiencing a financial crisis), emergency rent/mortgage assistance and utility payments. He said that through the Brown Bag program, a bag of groceries will be provided weekly for low-income eligible seniors or disabled persons. A total of 40 households will be served with emergency rent or mortgage; 100 households will be served with emergency utility assistance and 125 senior citizens or disabled person will be served with weekly food bags, all of who have low or moderate income.

Commissioner Hemmingsen asked if the agency had to turn anyone away because there were not enough funds; or, did the agency refer to another agency. Ms. Rita Koppinger, Manager at Vista del Camino indicated that people have been turned away, but it is because they haven't been able to be seen in time. She added that Vista sees 27 appointments per week, so people have to wait for an

appointment, and currently they have 40 households waiting to be seen. She said that those that are waiting to be seen may be evicted or have utilities shut off before they can see a social worker.

Vice-chair Reid asked if the agency can provide assistance after a person's utilities are shut off or they are made homeless. Ms. Koppinger said yes the agency provides services such as referring them to a shelter or to transitional housing; if they are eligible, the agency will also help people get their utilities turned on as well as pay past due amounts. She added that everyone who comes to Vista meets with a social worker; so part of what the agency does is help develop a plan for clients to move on to self-sufficiency.

Florence Crittenton – Ann Polunsky, Grant Writer, presented the agency's request for \$5,000 for Women Involved in Nurturing Girls' Self-Esteem (WINGS) Mentoring Program. The program provides positive role models for the abused and neglected girls in Florence Crittenton's programs who desperately need adult support and guidance. There will be 10 to 12 at-risk girls served in Scottsdale with all being low to moderate income.

Commissioner Fausel asked if the agency is serving any foster children. Ms. Polunsky said that they may be foster kids, but most of the referrals come from Child Protective Services or from juvenile court.

Commissioner Bowers asked how often the mentors meet with the girls. Ms. Polunsky said that the first year they must be in phone contact once per week and visit at least every three weeks.

Vice-chair Reid asked how many girls will be served in Scottsdale. Ms. Polunsky said that they would be about 15 mentor/mentee matches. The mentors have to commit to at least a year.

Commissioner Fausel asked if any of the girls are teenage parents. Ms. Polunsky said that in the therapy group home they may not be, they do have parenting teens in the transition teen program and they provide mentors for them as well.

Commissioner Bowers asked what is the average age of a mentor. Ms. Polunsky said mentors are usually from the late 20s to 40s.

Commissioner Bowers asked if it is the agency's goal to pair each girl with a mentor and Ms. Polunsky said yes; however, every mentor must go through screening and training and it is time consuming, so they are always seeking mentors.

Commissioner Fausel asked if there is an opportunity for teens to engage in community services. Ms. Polunsky said yes, they have service projects in the group home.

Foothills Community Foundation (FCF) – Gail Simmons, Director – Foothills Caring Corp, presented the agency's request for \$25,000 for Foothills Caring Corps which provides free medical transportation, visiting, grocery shopping, home meal delivery, caregiver relief, business help and handyman repair services to the homebound elderly and disabled in North Scottsdale. There will be 150 unduplicated clients served in Scottsdale; income is not a requirement of the program.

Commissioner Fausel asked why income isn't a criterion for eligibility. Ms. Simmons said that they provide services based on need, not income.

Commissioner Fausel asked if clients offer donations to the agency. Ms. Simmons said yes, the agency could not exist without donations and they provide many opportunities for clients and others to donate

Free Arts of Arizona – Susan Paull, Program Director, presented the agency's request for \$7,500 for their 20-week mentor program. This funding will provide screened and trained volunteer mentors to work with groups of 8-10 abused, homeless and at-risk children ages 0-21 living in partner agencies with 17 facilities (group homes, residential treatment centers and/or shelters) in Scottsdale this coming fiscal year. A total of 250 Scottsdale residents will be served, all of who are low to moderate income.

Commissioner Fausel said that the agency also works with foster kids and could Ms. Paull elaborate. Ms. Paull said that they are developing a program that focuses on teens aging out of the foster care system and connecting them with mentors that can encourage their artistic expression.

Foundation for Senior Living (FSL) – Jay Burkhardt, Site Supervisor and Cathy De Lisa, Program Director, Adult Day Health Services, presented the agency's request for \$6,500 for Adult Day Services Therapeutic and Restorative Health Program. The program provides professional assessment, treatment and assistance necessary to restore, maintain or improve at-risk seniors and disabled adults' ability to perform activities of daily living – eating, dressing, bathing and ambulating. There will be 30 Scottsdale residents served and 20 of those have low to moderate income.

Health World of Scottsdale – Jennifer Coy, Administrative Assistant, presented the agency's request for \$5,000 for Horsence Equestrian Youth Riding Camp for children who have never participated in the equestrian sport and do not have the financial ability to participate in the sport. It is an alternative after school program that engages children in learning about respect, responsibility and the development of good character. There will be 500 clients served in Scottsdale with various participants being low to moderate income.

Commissioner Bowers asked how the program is structured. Ms. Coy said that the camp is held at McDonald Ranch and two schools with 12 students each meet with a ride crew, and a high school buddy from the service-learning program. In the first camp students get comfortable with the horse, the second camp they mount the horse, the third they ride and by camp five they can invite family and friends to watch them work on the obstacle course.

Commissioner Bowers asked if the kids get transportation. Ms. Coy said yes, the agency has worked out an agreement with the school district to provide transportation to the program.

Commissioner Bowers asked if the agency has volunteers. Ms. Coy said yes, 12 and one has even become part of the ride crew.

Commissioner Fausel asked if the equipment needed is provided by the agency. Ms. Coy said no, McDonald Ranch is currently providing all the needs for the horses.

Commissioner Berg asked the ages of the participants. Ms. Coy said that the students are in 4th, 5th and 6th grade and the service-learning students are in High School. Commissioner Berg asked if the agency worked in any other city. Ms. Coy said not at this time. She added that Scottsdale Charros are the agency's biggest financial supporter and the agency runs on volunteers. Commissioner Berg asked how many paid staff members there are in the agency. Ms. Coy said that she is paid through Health World and she runs the program.

Commissioner Bowers asked if the children are primarily from South Scottsdale and Ms. Coy said yes, she believes this year the students came from Yavapai and Tavan and the service-learning students are from Scottsdale High Schools.

Homeward Bound – Brian Lotto, Grants Manager, presented the agency's request for \$12,000 for the Utilities and Maintenance Assistance Program to offset utilities and maintenance expenses for twelve Scottsdale transitional housing properties. Homeward Bound would provide services including case management, employment services, and mental health counseling to the families living in these properties. The agency expects to serve between 40 and 60 persons in 15 to 20 families, all from low to moderate-income households.

Jewish Family and Children Services – Beth Pfile, Co-Director, Home Based Services, presented the agency's request for \$5,000 for the Shelter Without Walls program. The program is an innovative non-residential support program that provides comprehensive case management, specific assistance and support services to assist victims of domestic violence in maintaining safety and achieving self-

sufficiency. The funds will serve 20 Scottsdale households, 75 percent being from low to moderate income.

Commissioner Bowers asked if the program works one-on-one and in groups and Ms. Pfile said yes, one of the groups is for children.

The Mental Health Association of Arizona – Lyn Trimble, President – Board of Directors, presented the agency's request for \$10,000 for Peer Support Groups. The Peer Support Groups provide a comfortable open, supportive forum in which individuals living with a mental illness and their family members can come together for education, support and companionship. The program will serve 220 Scottsdale residents, 55 of who are from low to moderate-income households.

Commissioner Bowers asked how long mentors take part in the program. Ms. Trimble said that they have one mentor who has been involved for 11 years and most volunteer are there for multi-year commitments.

Phoenix Shanti Groups – Alison Reuter, Housing Director, presented the agency's request for \$10,000 for the HIV Housing Program. The program provides supportive transitional and permanent housing to homeless individuals and families infected with and affected by HIV disease, which in conjunction with the agency's behavioral health and education programs, is designed to address individual causes of homelessness and promote long-term residential stability. The program anticipates serving 5-8 homeless people that claim their last residence was in Scottsdale; 80 to 90% are from low to moderate income.

Commissioner Hemmingsen asked how many Scottsdale resident were served through the end of the year (July 1 to December 31, 2005) and Ms Reuter said three.

Positively Speaking Foundation – Ray Perkins, Founder presented the agency's request for \$15,000 for PSF Youth Camps that is a 4-day youth camp in Northern Arizona. The program will serve 25-50 youth with 25 from low to moderate-income households.

Commissioner Bowers asked how kids are recruited to the camp. Mr. Perkins said that the agency puts out mailers, talk to coaches at High Schools, newspaper ads and media blasts all over the state. He added that he is the vice principal at Dobson High School and he has many opportunities for advertising there.

Vice-chair Reid asked how many students does the agency anticipate serving. Ms. Perkins said that they anticipate serving 415 for the day camp in the summer and 70 at the Pinetop camp.

Commissioner Bowers asked what the ratio is of camp counselors to students and what is a typical day at the camp. Mr. Perkins said that the day camp is from 8 to 2 pm and the kids meet and greet from 8 to 11 am and then they receive a catered meal and from 12 to 1 pm they have speakers who could be professional athletes, and from 1 to 2 pm they have mentoring. At the camp in Pinetop, there is a 4-day, 3-night stay and during that time the students follow at practice schedule, have breakfast, practice, have lunch and then do activities. Students will then have strength training, practice, then hear speakers who discuss issues such as decision making, prevention and education; students are then in bed by 9 o'clock.

Commissioner Fausel asked how the agency intends to collaborate with the Boys and Girls Club. Mr. Perkins said that he has been in contact with the director of the metro Phoenix Boys and Girls Club and has established a relationship with Scottsdale coaches from the Pima community.

Commissioner Bowers asked if there are an equal number of boys and girls attending the camps. Mr. Perkins said no, camp attendants are primarily males. He added that it would be inappropriate to have a co-ed camp at Pinetop.

Commissioner Hemmingsen asked how many students have come from Scottsdale and Mr. Perkins said that approximately 50.

Commissioner Bowers asked if the camp provides domestic violence prevention training. Mr. Perkins said they talk about family issues and domestic violence may come up and the camp counselors are equipped to handle that issue.

PREHAB of Arizona, Inc. – Eric Litt from the Child Development Center, presented the agency's request for \$5,000 for La Mesita Child and Youth Development Center. La Mesita's Child and Youth Development Center is an on-site licensed facility providing daycare and age-appropriate activities for homeless children, former residents and others ranging in age from 6 weeks to 12 years while their parents work, attend school or an employment training program. The program places a strong emphasis on social skill development and positive self-esteem, helping children to succeed in the public school system. The program, all from low to moderate-income households, will serve a total of 8 Scottsdale residents.

Commissioner Fausel asked if the agency works with the Association of Supportive Childcare and Mr. Litt said yes.

Save the Family – Janice Park, Executive Director, presented the agency's request for \$25,000 for the Homeless Children's Intervention Project. This program provides comprehensive programs for homeless parents and their children to help them become emotionally stable and economically independent. The program will serve 48 Scottsdale residents, all of who are from low to moderate-income families.

Chair Bachmann asked what the agency means by "support classes." Ms. Parker said that they have a variety of classes and they all compliment one another. For example, while the youth programs are happening on domestic violence, the same classes are occurring for adults.

Commission Hemmingsen asked, since the agency's proposal indicated that they served two Scottsdale residents through September, how many have they served to the end of the year. Ms. Parker said that they have served 12 Scottsdale residents through the end of 2005.

Commissioner Fausel asked how the agency could serve 48 residents in the coming year if they only served 12 last year. Ms. Parker said that with the funding of this proposal the agency would be able to hire a masters level sports instructor and provide classes on Saturday; thus, expanding the program.

Vice-chair Reid asked if the agency envisions a facility in Scottsdale. Ms. Parker said that their main facility is in Mesa and they own the building so they have no rental costs. She added that they do not envision a Scottsdale facility now, but that they have vans that provide transportation to their facility in Mesa, or they arrange for participants to go to the Scottsdale Boys and Girls club or other local programs.

Commissioner Bowers indicated that she appreciated the client feedback in the proposal. Commissioner Fausel commented that commissioners toured the agency's facility and it was a great tour.

Scottsdale Training and Rehabilitation Services, Inc. – Jeffrey Battle, President and CEO and Michael M. Lins, Program Director, presented the agency's request for \$13,500 for their Facility Based Training and Employment Program. This program serves clients with a facility-based component and a community-based employment component. The primary object is for clients to develop job-related skills through training and support while simultaneously earning wages for their work product. The program will serve 14 Scottsdale residents with severe disabilities who are unprepared or unable to secure or maintain employment in the mainstream workforce; all are low income. Mr. Battle also stated that STARS participants have a 35 percent productivity rate.

Commissioner Bowers asked how the agency measures productivity. Mr. Battle said that they secure work from area businesses on a sub-contract basis, and they perform a time study based on the Department of Labor's of those who are not disabled and doing the same work. They also use a wage survey and create a piece rate, which determines what they pay their program participants, and provide the system by which they track productivity.

Shoebox Ministry – Laura Borgeson, Program Director, presented the agency's request for \$10,000 for toiletries and undergarments for the homeless and working poor residents in Scottsdale. The program will serve 820 residents who are from low to zero incomes.

Commissioner Czapinski asked why Vista del Camino is the only agency served in Scottsdale. Ms. Borgeson said that the agency also serves Chrysalis.

Commissioner Bowers asked if a person receives a shoebox and runs out can they get another one. Ms. Borgeson said yes, they can come back once a month.

Vice-chair Reid asked how many shoeboxes go to each agency. Ms. Borgeson said that it varies by the agency; they call us and tell us what they need and the agency provides what they want.

Vice-chair Reid asked if the agency tracks the number of shoeboxes given out and Ms. Borgeson said yes.

Teen Lifeline Inc. – Michelle Moorehead, Executive Director and Mark, a Teen Volunteer, presented the agency's request for \$15,000 for General Operational Support. This grant will assist in all phases of the operation of Teen Lifeline's Peer Counseling Suicide Hotline. The program serves 40 teens in Life Skills Development, 3,000 teens and their families in Community Education and 1,000 teens and their families on the Hotline, 58% in the Life Skills Development are from low to moderate-income households – the Community Education and Hotline are difficult to ascertain.

Chair Bachmann asked Mark if there was a particular call that he recalled. Mark said yes, there was a girl who called and said she was thinking about killing herself, and she had already tried to get drugs, but the person who was going to give her the drugs did not come through. She was totally sure that she wanted to kill herself; so, the supervisor decided that the situation was severe. They traced the call, the police came, and a member of the police's crisis team talked to her and helped her resolve her problem. Chair Bachmann said that Mark must feel good about that, and Mark said yes.

Chair Bachmann asked if the 2,000 calls received from Scottsdale residents are all from teens. Ms. Moorehead said the majority of calls are from teens, although they do have parent and grandparents. Chair Bachmann asked what percentage of the calls are suicidal teens. Ms. Moorehead said that 22 to 25 percent of the calls are from kids who are suicidal, depressed or self injuring. The next percentage is teens who are having parent/child relationship issues.

Commissioner Hemmingsen said that they commission recently visited the Teen Lifeline agency and they were very impressed with the facilities.

Valley Center for the Deaf – Michelle Michaels, Program Specialist and Cindy Walsh, Agency Director, presented the agency's request for \$16,500 for the Counseling for Hearing Loss and Hearing Health program. The program provides assistance to deaf, deaf-blind, hard of hearing and late deafened senior citizens, as well as others who are experiencing hearing loss, in developing strategies to cope with the hearing loss, to access health information, utilize residual hearing, learn alternate communication strategies and/or to avail themselves to helpful technology to re-gain access to family, friends and community. The program will serve 55 Scottsdale residents, 41 who are from low to moderate-income households.

Commissioner Berg asked if the funding requested would go for electronic equipment. Ms. Michaels said that the program does not provide the equipment, but they have a demonstration center with different technology devices; she said the funding actually pays for the program staff and overhead expenses to send staff to home visits to demonstrate equip or support the center.

Commissioner Bowers asked if there is a program where old hearing aids can be donated. Ms. Michaels said yes, there are actually two programs in the valley: 1) the Ear Foundation and 2) The Lion's Sight and Hearing Foundation. Both foundations recondition hearing devices. Commissioner Bowers asked if the agency directs their clients to these foundations and Ms. Michaels said yes, they have all the foundations' materials and they assist their clients in verifying their eligibility for the devices.

Valley of the Sun YMCA – Matt Sandoval, Regional Program Director, - presented the agency's request for \$18,880 for the Community Initiatives YMCA – Paiute i-Learn Center. The i-Learn program is a high school dropout/student retention program consisting of partnerships with local education agencies in which students can earn a high school diploma. There are approximately 30 teens served by the program with 16 being from low to moderate income.

Commissioner Hemmingsen asked how many programs are conducted at the Paiute Neighborhood Center and Mr. Sandoval said they have three students at Paiute, they are processing two more and their capacity is 20.

Commissioner Hemmingsen asked if the agency is looking at other locations in Scottsdale for their program. Mr. Sandoval said not at the moment. Commissioner Hemmingsen asked if the agency would seek funding from Partners for Paiute and Mr. Sandoval said yes, they did and that request was filled.

Commissioner Fausel asked if the agency is exploring collaboration with the local Community College and Mr. Sandoval said yes, the agency collaborates with Chandler Community College, and it is an asset to have that kind of partnership.

Volunteer Center of Maricopa County – Alexis Walker, CEO and Sarah Alcaraz, Manager of Youth Services, presented the agency's request for \$30,000 for the Youth Services – Caring Together program, which engages youth in serving their communities by providing leadership training and valuable volunteer opportunities that enable them to address community issues of concern. The program will serve 226,420 residents with 58,869 who are from low to moderate incomes.

Commissioner Hemmingsen asked the agency to explain their St. Nick's project. Ms. Walker said that they take a backpack filled with educational toys and books to 6 valley schools that are Title 1 K through second grade and a volunteer reads the story to the students. She added that Yavapai was one of the schools that participated in that project.

Vice-chair Reid asked how many families the agency plans on serving in Scottsdale. Ms. Alcaraz said that they could serve at least 200 in one year in addition to the 189 they currently serve. Vice-chair Reid asked why they listed that they would serve 226,420 persons in Scottsdale. Ms. Walker said that since the agency deals with the volunteer, they are one step behind knowing who actually benefits, so it is difficult to say who we help.

Vice-chair Reid asked where the agency got the number they expect to serve and Ms. Alcaraz said that the number came from the last census as the total population.

Commissioner Bowers asked what kind of orientation the agency has for youth volunteers. Ms. Alcaraz said that they do not have an orientation set up, but they could eventually provide a monthly orientation.

Commissioner Bowers asked if it is up to the agency working with the volunteer to do the training and Ms. Alcaraz said yes.

OVERVIEW OF THE ENDOWMENT FUNDING PROCESS

Cindy Ensign, Budget Specialist/Human Services Planner briefed the commission on the Endowment Funding. The City of Scottsdale currently has the two endowment funds with a total amount to allocate of \$3,400. Listed below are details of each endowment:

- The Scottsdale Community Endowment Fund is used to carry out the purposes of community projects and programs for the public good within the city.
- The Herbert R. Drinkwater Youth Fund is used to support City of Scottsdale youth programs.

ENDOWMENT

Concerned Citizens for Community Health – Vicki Munoz, Lead Instructor, presented the agency's request for \$3,527 for the Vista del Camino Ballet Folklorico. The Ballet Folklorico performs dances from different regions of Mexico, and it enhances the participants' self-esteem and school performance, and re-establishes the Pascua, Yaqui and Hispanic heritage in Scottsdale. The program will serve 40 Scottsdale residents directly, and the community at large indirectly.

Commissioner Czapinski said on behalf of the Interfaith Ministry, of which he is a member, he would like to thank the agency for their presentation last Thanksgiving.

Commissioner Berg asked how many performances the agency gives a year and Ms. Munoz said 25 to 30 per year.

COMMISSION AND STAFF UPDATES

Ms. James thanked the commission and the Human Services staff for their hard work in preparing for the hearings and participating in them. She reminded commissioners of the next meeting, which will be a joint special meeting with the Housing Board on February 16, 2006 at the Paiute Neighborhood Center at 5:00 PM. She said the beginning of the meeting will be a discussion about the CDBG/HOME funding and the remainder a discussion about the General Funds, Scottsdale Cares and Endowment funding. She also stated that the recommendations from the February 16 meeting will be formally voted upon at the March 9 meeting and then sent to City Council for their April 18, 2006 meeting.

OPEN CALL TO THE PUBLIC

Chairman Bachmann made an open call to the public for comments/questions/announcements or other business. There were no replies.

ADJOURN REGULAR MEETING

With no further business to discuss, Chair Bachmann asked for a motion to adjourn the meeting. Chair Bachmann moved to adjourn the meeting and Commissioner Hemmingsen seconded. The motion carried unanimously and the meeting adjourned at 4:34 pm.

NOTE: IN ACCORDANCE WITH PROVISION OF THE ARIZONA REVISED STATUTES, THE SUMMARIZED MINUTES OF THE HUMAN SERVICES COMMISSION MEETINGS ARE NOT VERBATIM TRANSCRIPTS. ONLY THE ACTIONS TAKEN AND DISCUSSION APPEARING WITH QUOTATION MARKS ARE VERBATIM.

SUBMITTED BY:

REVIEWED BY:

Recording Secretary

**Connie James
Director, Human Services**

Officially approved by the Human Services Commission on _____